

UKPT Complaints Statement

Our Commitment

The UK Paruresis Trust started in 2002 as a group of people experiencing, or having experienced, avoidant paruresis. We organised ourselves into a self-help charity to help people cope with urinary dysfunction that has a psychological or social origin. We now aim to provide information and relief for adults experiencing the social anxiety Avoidant Paruresis (aka Shy Bladder Syndrome), particularly by:

- the provision of internet based information and support
- the promotion and provision of local support groups
- the provision of desensitisation workshops
- the promotion of the concept of individual privacy in the design of public toilets
- the promotion of research into all aspects of the condition, its cause and treatment
- the raising of public awareness, including that of the medical profession.

We want to provide an efficient and high quality service. We aim to be open and accessible, and to provide information quickly and politely. We want to hear the views of the people we are in contact with about how we are doing so that we can make improvements and become more effective and accessible to all people who are experiencing paruresis, and the professionals we work with.

What is a complaint?

A complaint can be any written or spoken expression of dissatisfaction about the services of UK Paruresis Trust whether made formally or informally after a clear explanation of the point of issue has been given. It can be done in person, in writing or by email. Our commitment is to treat the complaint seriously and deal with it quickly, politely and informally, apologise when we have got things wrong and explain our position or any action we have taken.

Our policy is to encourage people to contact us if they have not been happy with any aspect of our organisation, and want to make a complaint. The following procedure has been set up to ensure your complaint is properly heard.

Our Procedure

If you are unhappy with any aspect of the service you have received (with an individual in our organisation, or with the organisation as a whole) we would ask that you try to resolve the problem informally with the Chair of the board of trustees. He will acknowledge and respond to your complaint as promptly as possible and we would hope that most issues can be resolved in this way.

If you don't feel that your issue is resolved through communication with the Chair, you may request that the Chair take your issue to the full board of trustees.

The board of trustees will investigate your complaint by talking to you and any other people involved in the situation and will follow this up in writing, including any necessary explanations or steps that will be taken to ensure the problem does not recur.

Our contact details:

UK Paruresis Trust
P.O. Box 182, Kendal, Cumbria, LA9 9AE

Email: support@ukpt.org.uk

Chairperson: Andrew Smith